

CLAIMS

I claim:

- 1 A network system connected with an online goods and  
5 services provider (GSP) selling goods-or-services to an online customer  
through the network system, the network system further comprising
- 10 an after-sales-service and customer care (ASCC) center for  
issuing an electronic ASCC voucher defining an ASCC  
program related to sales of said goods-or-services wherein  
said electronic ASCC vouchers are provided for transmitting  
over said network.
- 15 2. The network system of claim 1 further comprising:
- an after-sales-service and customer care (ASCC) provider  
connected to said network for receiving said electronic  
service voucher transmitted over said network for carrying  
out said ASCC program for said customer.
- 20 3. The network system of claim 2 wherein:
- 25 said after-sales-service and customer care (ASCC) center is  
further provided to issue an incentive voucher for enabling  
said customer to reward said ASCC provider according to a  
customer satisfaction assessment by said customer.
- 30 4. The network system of claim 2 wherein:
- said after-sales-service and customer care (ASCC) center  
further includes a virtual-direct network communicating  
means for enabling a virtual-direct network communication  
between said online customer and said ASCC provider to  
arrange for said ASCC program and for transmitting said  
35 ASCC voucher over said network.

5. The network system of claim 4 wherein:

said virtual-direct network-communication means further comprises a stream-socket means for providing stream-sockets for connecting network messages transmitted between said online customer and said ASCC center and between said ASCC provider and said ASCC center to establish a stream-socket connected direct communication between said online customer and ASCC provider.

6. The network system of claim 2 wherein:

an after-sales-service and customer care (ASCC) center further includes an ASCC database for keeping a record related to said ASCC program.

7. The network system of claim 2 wherein:

said ASCC database further includes database manager for organizing said record kept in said ASCC database according to said online GSP, said online customer and said ASCC provider.

8. A network system connected with an online goods and services provider (GSP) selling goods-or-services to an online customer through the network system, wherein:

said online GSP further includes an electronic ASCC voucher issuing means for issuing an ASCC voucher for defining an ASCC program related to sales of said goods-or-services wherein said electronic ASCC vouchers are provided for transmitting over said network.

9. The network system of claim 8 further comprising:

an after-sales-service and customer care (ASCC) provider  
connected to said network for receiving said electronic  
service voucher transmitted over said network for carrying  
out said ASCC program for said customer.

10. The network system of claim 9 wherein:

said electronic voucher issuing means further provided to  
issue an incentive voucher for enabling said customer to  
reward said ASCC provider according to a customer  
satisfaction assessment by said customer.

11. The network system of claim 9 wherein:

said online GSP further includes a virtual-direct network  
communicating means for enabling a virtual-direct network  
communication between said online customer and said  
ASCC provider to arrange for said ASCC program and for  
transmitting said ASCC voucher over said network.

12. The network system of claim 11 wherein:

said virtual-direct network-communication means further  
comprises a stream-socket means for providing stream-  
sockets for connecting network messages transmitted  
between said online customer and said ASCC center and  
between said ASCC provider and said ASCC center to  
establish a stream-socket connected direct communication  
between said online customer and ASCC provider.

13. The network system of claim 9 wherein:

said electronic ASCC voucher issuing means further  
includes an ASCC database for keeping a record related to  
said ASCC program.

14. The network system of claim 9 wherein:

said ASCC database further includes database manager for  
organizing said record kept in said ASCC database  
according to said online customer and said ASCC provider.

15 A network system connected with an online goods and  
services provider (GSP) selling goods-or-services for conducting an  
electronic commerce (e-commerce) transaction on said network wherein  
said network system further comprising

an electronic after-sales-service and customer care (ASCC)  
voucher transmitted over said network having an ASCC  
voucher identifier unique to said e-commerce transaction for  
defining and tracking an after-sales service and customer  
care (ASCC) program.

16 The network system of claim 15 further comprising

an online customer receiving said electronic ASCC voucher  
from said network for activating said ASCC program.

17 The network system of claim 15 further comprising

an after-sales-service and customer care (ASCC) provider to  
receive said electronic ASCC voucher transmitted over said  
network for performing said ASCC program defined and  
tracked by said electronic ASCC voucher.

18 The network system of claim 15 further comprising

an after-sales-service and customer care (ASCC) center for  
issuing said electronic ASCC voucher and for coordinating  
and tracking said ASCC program.

19. The network system of claim 18 wherein:

said ASCC center further includes an ASCC database for  
recording data related to said ASCC program.

20. The network system of claim 18 further comprising:

an online customer carrying out said e-commerce  
transaction with said online GSP and receiving said  
electronic ASCC voucher from said ASCC center for  
activating said ASCC program;

an after-sales-service and customer care (ASCC) provider;

said ASCC center further includes a virtual-direct network  
communication means for enabling a virtual-direct network  
communication between said online customer and said  
ASCC provider for transmitting said ASCC voucher over  
said network to said ASCC provider to arrange for carrying  
out said ASCC program defined and track by said ASCC  
voucher.

21. The network system of claim 15 wherein:

an after-sales-service and customer care (ASCC) center for  
issuing said electronic ASCC voucher and for coordinating,  
tracking and carrying an insurance policy for said ASCC  
program.

22. A network system connected with an online goods and services provider (GSP) selling goods-or-services to an online customer through the network system, the network system further comprising

5 an after-sales-service and customer care (ASCC) center for issuing an electronic ASCC voucher defining an ASCC program related to sales of said goods-or-services wherein said electronic ASCC vouchers are provided for transmitting over said network;

10 a plurality of after-sales-service and customer care (ASCC) providers connected to said network;

15 said ASCC center having an ASCC database for storing a record for each of said ASCC providers for allowing said online customer to review and to chose a selected ASCC provider;

20 said ASCC center further includes a virtual-direct network communicating means for enabling a virtual-direct network communication between said online customer and said selected ASCC provider to arrange for said ASCC program and for said online customer to transmit said ASCC voucher to said selected ASCC provider over said network; and

25 said after-sales-service and customer care (ASCC) center is further provided to issue an incentive voucher for enabling said online customer to reward said selected ASCC provider according to a customer satisfaction assessment by said  
30 customer.

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26. The network system of claim 22 wherein:  
said network system is a wireless system.

27. A method of selling goods-or-service by an online goods and services provider (GSP) to an online customer through a network system comprising

5 connecting an after-sales service and customer care center to said network for issuing an electronic ASCC voucher for defining an ASCC program related to sales of said goods-or-services and for transmitting said electronic ASCC vouchers over said network.

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28. The method of claim 27 further comprising:

15 connecting an after-sales-service and customer care (ASCC) provider to said network for receiving said electronic service voucher transmitted over said network for carrying out said ASCC program for said customer.

29. The method of claim 28 wherein:

20 issuing an incentive voucher for enabling said customer to reward said ASCC provider according to a customer satisfaction assessment by said customer.

30. The method of claim 28 wherein:

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providing to said after-sales-service and customer care (ASCC) center a virtual-direct network communicating means for enabling a virtual-direct network communication between said online customer and said ASCC provider to arrange for said ASCC program and for transmitting said ASCC voucher over said network by.

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31. The method of claim 30 wherein:

providing to said virtual-direct network-communication  
means a stream-socket means for providing stream-sockets  
for connecting network messages transmitted between said  
online customer and said ASCC center and between said  
ASCC provider and said ASCC center to establish a stream-  
socket connected direct communication between said online  
customer and ASCC provider.

32. The method of claim 28 wherein:

keeping a record related to said ASCC program in an ASCC  
database.

33. The method of claim 32 wherein:

employing a database manager for organizing said record  
kept in said ASCC database according to said online GSP,  
said online customer and said ASCC provider.

34. A method of selling goods-or-service by an online goods and  
services provider (GSP) to an online customer through a network system  
comprising

said online GSP issuing an electronic ASCC voucher for  
defining an ASCC program related to sales of said goods-or-  
services and for transmitting said electronic ASCC vouchers  
over said network.

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said step of providing to said online GSP a virtual-direct network communicating means further comprises a step of providing a stream-socket means for providing stream-sockets for connecting network messages transmitted between said online customer and said ASCC center and between said ASCC provider and said ASCC center to establish a stream-socket connected direct communication between said online customer and ASCC provider.

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connecting an after-sales-service and customer care (ASCC) provider to said network for receiving said electronic ASCC voucher transmitted over said network for performing said ASCC program defined and tracked by said electronic ASCC voucher.

44 The method of claim 41 further comprising

connecting an after-sales-service and customer care (ASCC) center to said network for issuing said electronic ASCC voucher and for coordinating and tracking said ASCC program.

45. The method of claim 44 further comprising:

providing to said ASCC center an ASCC database for recording data related to said ASCC program.

46. The method of claim 44 further comprising:

transmitting said electronic ASCC voucher from said ASCC center to an online customer after said online customer completing said e-commerce transaction with said online GSP for said online customer to activate said ASCC program;

connecting an after-sales-service and customer care (ASCC) provider to said network;

providing to said ASCC center a virtual-direct network communication means for enabling a virtual-direct network communication between said online customer and said ASCC provider for transmitting said ASCC voucher over said network to said ASCC provider to arrange for carrying out said ASCC program defined and track by said ASCC voucher.

47. The method of claim 44 further comprising:

carrying an insurance policy by said ASCC center for said  
ASCC program.

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48. A method of selling goods-or-service by an online goods and  
services provider (GSP) to an online customer through a network system  
comprising:

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connecting an after-sales-service and customer care (ASCC)  
center to said network for issuing an electronic ASCC  
voucher defining an ASCC program related to sales of said  
goods-or-services;

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connecting a plurality of after-sales-service and customer  
care (ASCC) providers to said network;

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providing an ASCC database in said ASCC center for storing  
a record for each of said ASCC providers for allowing said  
online customer to review and to chose a selected ASCC  
provider;

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providing to said ASCC center a virtual-direct network  
communicating means for enabling a virtual-direct network  
communication between said online customer and said  
selected ASCC provider to arrange for said ASCC program  
and for said online customer to transmit said ASCC voucher  
to said selected ASCC provider over said network; and

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said ASCC center further issuing an incentive voucher to  
said online customer for enabling said online customer to  
reward said selected ASCC provider according to a  
customer satisfaction assessment by said customer.

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transmitting an electronic ASCC incentive voucher for rewarding an ASCC provider performing said ASCC activity according a customer assessment of an ASCC satisfaction level.

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